

FY 2011-12 FINAL REPORT

FOR CBO/PHG GRANT FUNDING
FROM THE COUNTY OF SAN LUIS OBISPO
TO THE SLO NOOR FOUNDATION

Grant Amount: \$75,000
Program Name: SLO Noor Clinic Laboratory Equipment and Supplies

Submitted: September 7, 2012

Contact Information:

Dr. Ahmad Nooristani, Exec. Director
805-748-8369
slonoorfoundation@gmail.com

or Marilyn Mayor
805-462-8761
solutions-mm@thegrid.net

EXHIBIT A SCOPE OF WORK/WORK PLAN FORMAT

Grant Funds Received in Fiscal Year 2011-12: \$75,000 (Funds received 10/4/11)

Program/Project Summary: SLO Noor Clinic Laboratory

The San Luis Obispo County's CBO/PHG Grant in the amount of \$75,000 facilitated establishing and operating the inaugural phase of the SLO Noor Clinic Laboratory. The Clinic opened October 14, 2011 and provides primary (non-emergency) healthcare and auxiliary services for uninsured adults (ages 18-64) at no charge. As planned, the Clinic Laboratory has enabled physicians to perform labs while patients are at the clinic. It fulfills the need for fast, accurate, and reliable test results to make critical patient care decisions. Additionally, the lab allows for minimal follow-up and reduced operating costs.

Below is the grid listing the Program/Project Goals/Objectives, Outputs, and Outcomes that were proposed in the grant application:

Goal/Objective	Major Tasks (in order to achieve goal)	% of Goal Achieved
Provide accurate, reliable test results in minutes	A. Purchase I-Stat Systems B. Train Volunteer Physicians on I-Stat Equipment	A. 100% equipped by the opening of the clinic 10/14/11 to perform basic labs customary for primary care evaluations. B. 100% by the opening of the clinic for initial Volunteer Physicians & ongoing for new Volunteers
Reduce costs and increase efficiency associated with Labs	A. Purchase I-Stat Supplies B. Provide patient labs onsite	A. Ongoing B. Ongoing
Program/Project OUTPUTS:		
<ul style="list-style-type: none"> - Bringing labs in-house (instead of having to send them out to local hospitals and pay associated costs). <p>Data will be collected which details:</p> <ul style="list-style-type: none"> - The number and type(s) of education given to patient/family seen at the clinic - The number of referrals made to CMSP or other local programs - The number of referrals sent to sub-specialist and what kind of specialist was needed - Type of medications assistance needed for patients (heart, diabetes, etc.) 		

(Continued)

Program/Project OUTCOMES:

- Reduced cost and independence for lab work as needed
- Less requirements for patient follow-up

We will measure the effectiveness of our program with these goals in mind:

- 60% of our patient base will not use ER for primary care
- 100% of our patient base will receive health education related to their clinic visit. For example: healthy living options, wellness programs, Diabetes management, etc.
- We will provide direction to the appropriate resources available in our community to help link patients to agencies that can ensure successful outcomes for our patients, such as insurance coverage under state and local programs, programs that assist with housing, food, prescriptions, care giving, and alcohol treatment.

When appropriate, patients will receive assistance with referral to sub-specialist.

FY 2011-12 Program Results:

We are grateful for the financial assistance from the County of SLO and believe we have met expectations for the Clinic's inaugural phase, as evidenced by these results:

- Since our grand opening Oct. 14, 2011, the Clinic has been open each Friday and Saturday afternoon (excluding holidays) for medical appointments. Through June 2012, our volunteer physicians have provided 607 initial or follow-up medical care exams and **606 diagnostic tests have been performed in the in-house laboratory.** As we gradually expand appointment hours/days, we expect the quantity of lab testing will increase proportionately also. (Auxiliary services such as health education classes are offered other days/hours of the week.)
- The five most commonly performed tests are: Comp Metabolic Panel, Basic Metabolic Panel, Urine Dipstick, Blood Glucose Strips, and TSH. We did a cost comparison of our costs versus a respected local diagnostic facility. **The cost efficiency of the SLO Noor Clinic lab is remarkable: our cost for the "Top 5" was \$901.60 compared to what would have been \$7,622.86 at the other location.** Projected over future years, the savings will be even more substantial.
- That the SLO Noor Foundation is a volunteer-based organization contributes greatly to cost savings not only for in-house lab testing, but the clinic's overall operation. **Through June 2012, the value of hours contributed by our team of volunteers is just over \$189,000 (based on EDD Occupational Wage Charts).**
- Other labs performed on-site include FSBS, Hemocult, Hepatic Function Panel, HgbA1c, Lipid Panel and Lipid Panel Plus, Liver Panel Plus, Renal Function Panel, WBC, Rapid Strep Test, Mono, and HGB.
- The current I-Stat equipment in place also has capability to perform some **additional types of moderate complexity testing** should certain tests be physician advised and we are working to expand the range of testing even further and respond to the primary care needs of patients. For example: as a new partner in the San Luis Obispo County healthcare community, we have welcomed patients who are also assisted by AIDS Support Network. As you will see later in this report in the financial

section, supplies to provide HIV testing for high risk individuals is included as part of the list of equipment/supplies to purchase before the end of 2012.

- As planned, having **the lab on site has indeed provided our volunteer physicians with important information quickly.** This has been extremely helpful to both physicians and patients to correctly identify health issues and begin treatment immediately. For conditions like infections, strep throat, etc., quick detection combined with proper medications speeded recovery and lessened the likelihood that the condition would advance to a more serious level.
- Knowing the benefits of early detection, we emphasize preventative health. Each month, we have uninsured adults who come to our clinic for the first time and admit that they have skipped or postponed physical checkups because they simply could not afford out-of-pocket costs – not even sliding scale fees, so they really didn't know the current status of their overall health. **Physician evaluations combined with lab tests have frequently revealed (often very much to the patient's surprise) "silent" situations** such as high cholesterol levels, diabetes, thyroid imbalance, etc. With a combination of medication + plus education + lifestyle changes, we have **dozens of patients who can attest that their condition has improved, reversed, or is now being successfully managed.**
- Support and collaboration with other local resources, agencies, and organizations has also been a vital element in our success to date. For example: Alliance for Pharmaceutical Access, a non-profit organization, assists our patients to receive name-brand medications free of charge. **The value of these prescriptions has averaged \$6,077 per month, but our patients will tell you they are priceless.** United Way also supplies our office with Coast2Coast Rx and FamilyWize prescription discount cards.
- A common denominator we have found in our patient population – who all lack insurance – is that both men and women come to us extremely behind on recommended diagnostic testing. For example, patient records of 186 women reveal that during the past 2 years, only 42% had pap smear tests and only 23% of women over age 40 have had a mammogram. **For services (including X-rays, scans, some OB/GYN services, etc.) we cannot provide on-site, the assistance received from other facilities has been tremendous.** "Helping hands" have included the County Medical Services Program (CMSP), Dept. of Social Services, French Hospital, Community Health Centers (CHC), Planned Parenthood, Hearst Cancer Center, Alcoholics Anonymous, and private practices. Through June 2012, the quarterly average of outsourced services provided pro bono for our most-in-need patients has been: The Center (11); CHC (11), mammograms (11), colonoscopies (5), substance abuse (4), Planned Parenthood (1), and other medical (1). This has been extremely generous, but we understand that the facilities do have costs to cover, so we are transitioning to a program of negotiated discount pricing. This will provide on-going access for services when needed. We also are recruiting specialized volunteers such as a psychiatrist who has been seeing appropriate patients at our clinic up to 4 hours monthly.
- Although there is no computer program linking hospital emergency rooms with our clinic to provide the ability to cross reference (confidential) patient files, conversations with physicians who work both at hospitals and volunteer at our clinic indicate that our

clinic has indeed become **a resource to reduce the number of ER visits by the uninsured for non-emergencies**. And in checking records for patients requiring ongoing supervision for conditions such as diabetes, we can report that there has not been even one reported incident of hyperglycemic shock requiring ER attention by patients who have made our clinic their “medical home.” Patient files documenting quick action on the part of clinic physicians also show evidence of other ways we are helping reduce overall medical costs in San Luis Obispo County. For example, hospital bills likely in excess of \$300,000 were averted for 3 different patients who during exams showed such highly elevated blood pressure readings that catastrophic heart attacks or strokes were imminent *within days*. Fortunately, hospitalization has not been necessary to date thanks to implementation of an immediate treatment plan and medication,

- To address other patient health needs, we began a vision and physical therapy services before the end of 2011. Through June, 235 adults have received vision exams or disease treatment (and, if needed, eyeglasses free of charge) and 62 patients have received one or more PT sessions to enhance or restore movement and physical function.
- Our clinic has also served as a portal for other services in the community. Our volunteer social workers and case managers have provided referrals in the areas of housing, transportation, emergency food assistance, etc. Our website www.slonoorfoundation.org also offers links to helpful agencies:

Additional highlights of the SLO Noor Clinic (mid-October thru June 2012):

- Our patients live throughout SLO County: 28% live in San Luis Obispo; 38% are from the other 6 cities; and 34% are from the small towns and unincorporated areas.
- Sixty percent of patients are women; 40% are men; 58% are Caucasian; 34% are Hispanic. Average household size is 2.2 and although not required to disclose, the average income reported by respondents is \$1,408/mo. Our patients range from farm laborers to small business owners and from the homeless to stay-at-home moms or job seekers.
- Patient average age is 47 – the workforce, parents, and grandparents – so our efforts make an impact on both the local economy and the social fabric of our region.

Financial Report:

As the SLO Noor Foundation is a very young organization and the Clinic has been in operation less than one year, we have not had the benefit of a financial history. Our 2012 operating budget was developed in 2011 in good faith and with input received from other free clinics and respected individuals with expertise in many areas. However, just as it has taken actual months of operation to develop a profile of the most common health needs of our patients; it also takes time to determine if our projections for income were “on target” especially in the areas of donations, fundraising activities, and grants.

To safeguard against a possible cash flow shortage, the SLO Noor Foundation Board of Directors decided it would be very prudent to adopt a “cautiously conservative” policy for expenditures during our first year. **As such, we postponed certain purchases until we had the opportunity to compare Actual to Budget in more depth.**

Also, just weeks before the opening of the clinic, we had a large and unexpected expense – nearly \$25,000 to upgrade the existing ventilation system in the office space so it would meet the higher (than usual commercial office space) standards required for laboratory licensing. Individuals, businesses, and community organizations quickly came to our rescue. The needed funds were raised and the ventilation system was installed. However, for some contributors, monies they had planned to donate in 2012 as a general donation were directed to this unbudgeted emergency expense instead. We are grateful for the community's support, but it also helped reinforce the Board's idea that slowing purchases when and if possible was a wise buffer for unexpected events.

Consequently, initial equipment and supplies absolutely critical to get the laboratory functional were purchased and installed within days of receiving the \$75,000 on October 4, 2011, in-house training started, and the clinic opened October 14, 2011. Since then, other than replenishing supplies, we have postponed purchasing additional equipment.

We also postponed hiring a part-time Nurse Practitioner to conserve cash flow. However, patients currently are waiting for 3 months to see a physician. It's time to increase the hours and days we offer medical appointments from the current 2 afternoons per week schedule. This spring/summer we had two fundraising events and grant monies from other sources has started to arrive, so cash flow is improving and we are on the cusp of expanding. More patient exams will mean additional laboratory testing, so it's time to ready for our next phase.

Through June 30, 2012, we have spent \$27,067 of the \$75,000 received from the County of San Luis Obispo. Please see Exhibit B for the breakdown.

We ask for your understanding regarding the reasons we have not yet spent the entire \$75,000 and ask for your permission to complete our purchases by December 31, 2012.

Please see Exhibit C for our proposed purchases for the remaining \$47,933 balance. You will note that there are a few changes from the original application budget submitted early 2011. Exhibit C reflects equipment that aligns better with actual patient profiles – especially to detect and treat heart health and diabetic conditions in our patients.

In our FY 2012-13 CBO/PHG Grant application we had requested \$144,694. Included in that request were funds for a 2nd Piccolo Analyzer (so we can double the output capacity of lab tests during a shift) and an EKC with computer interface. As we need to downsize from \$144,694 to the \$100,000 approved by the Board of Supervisors FY 2012-13, we propose (as shown on the Amended Budget we are attaching with our signed agreement for the FY 2012-13 funding) to **proceed with the purchase of those two items using part of the remaining FY 2011-12 funds and request your approval to do so.**

EXHIBIT A
A copy of the budget included with the original FY 2011-12 application

Simplified Budget (No Product Description)

<u>Product</u>	<u>Cost Each</u>	<u>Quantity</u>	<u>Total Expense</u>
i-Stat Portable Clinical Analyzer (Starter Kit)	\$9,995.00	1	\$9,995.00
Cholestech LDX Analyzer System	\$2,295.00	1	\$2,295.00
Hb 201+ Hemoglobin Analyzer + 100 Cuvettes	\$749.95	1	\$749.95
i-Stat CG8+ (25 Cartridges)	\$439.95	30	\$13,198.50
GAS-ISE-HCT-I-Stat Compatible (12 Amps/Box)	\$49.95	3	149.85
i-Stat Chem 8+ Cartridge (25 Tests)	\$339.95	60	\$20,397.00
Cholestech Lipid Profile GLU Test (10 Cassettes)	\$129.95	70	\$9,096.50
Unistick 2 Extra Diabetes Lancets (100 Lancets)	\$26.95	30	\$808.50
Metrika A1cNow InView Test (20 Disposable Cartridges)	\$214.95	40	\$8,598.00
Blood Glucose Diabetes System-English (1 Kit)	\$29.95	6	\$179.70
Diabetes Test Strips-English (50 Strips)	\$19.95	30	\$598.50
Hemoccult Fecal Occult Blood Test (100/Box)	\$68.95	20	\$1,379.00
HemoCue Hb 201 Hemoglobin Microcuvette Singles (100 Tests)	\$159.95	15	\$2,399.25
CLIAwaived Inc. Rapid Strep A Test (30 Test)	\$44.95	10	\$449.50
Clearview Mono Test Kit (30 Tests)	\$89.95	5	\$449.75
OSOM Trichomonas Rapid Testing (25 Tests)	\$230.00	5	\$1,150.00
OSOM Bacterial Vaginosis Test (25 Tests)	\$230.000	5	\$1,150.00
Quidel QuickVue Chlamydia Test (25 Test)	\$299.95	5	\$1,499.75
Wampole Laboratories Clearview hCG II (50 Tests)	\$54.50	20	\$1,090.00
CLIAwaived, Inc. Rapid TSH Cassette (20 Tests)	\$159.95	20	\$3,199.00
ThyroChek Positive/Negative Controls (1 Set)	\$39.95	5	\$199.75
Siemens (Bayer) Multistix 8 SG Test Strips (100 Strips)	\$52.95	4	\$211.80
Clinistrip - 10 Parameter Urinalysis Test Strip (3 Bottles of 100 Strips)	\$53.90	5	\$269.50
CoaguCheck XS Meter - Medical Office Promo (1 system + 3 boxes of 48 strips)	\$1,695.00	1	\$1,695.00
CoaguCheck XS Test Strips (2 Boxes of 48 Strips)	\$499.95	3	\$1,499.85
		Subtotal	\$82,708.65
		Tax (8.75%)	\$7,237.01
		Total	\$89,945.66

EXHIBIT B
Actual Purchases by SLO Noor Clinic: October 2011 thru June 30, 2012

Equipment & Supplies Purchased

Microcuvette Hb 201	\$ 279.82
Piccolo Analyzer	\$ 14,546.25
HemoCue WBC Analyzer 123001 DS	\$ 1,471.93
HemGlobin HB201+	\$ 610.95
Starter Kit	\$ 243.79
DCA 2000 Hba Reagent 5035C SOI	\$ 369.75
Thyrochek TSH Rapid Test Kit	\$ 168.56
Hazmat/Ship-on-Ice	\$ 6.95
Piccolo Renal Panel SOI	\$ 419.25
Piccolo Liver Panel Plus SOI	\$ 135.94
Twist Lancet 21G MMC	\$ 4.10
Hazmat/Ship-on-Ice	\$ 6.95
Piccolo Lipid Panel Plus SOI	\$ 543.75
Disp. Pipette Tips 500-9007	\$ 5.64
Lithium Heparin Tubes 500-9003	\$ 46.22
Hazmat/Ship-on-Ice	\$ 6.95
Button Safety Lancet 21G, 2.4 mm	\$ 44.79
Electrode EKE Resting	\$ 32.63
Piccolo Metlyte 8 Pnl Test SOI	\$ 345.88
Syringe Only 3cc Luerlck	\$ 17.51
Clearview Mono Cass Text	\$ 151.53
Strep A Dipstick MMC	\$ 81.11
Hygienic Cleaning Toweletes	\$ 8.11
Super Sani-Cloth Large ORM	\$ 6.73
Lubricating Jelly Foil 144x3g	\$ 6.41
Digit Finger Oximeter Ylw	\$ 358.88
Filac 3000 EZ Oral/Axil Therm	\$ 183.56
Needle Holder One Use 364815	\$ 12.82
Glucose 1 Box Promo GL201 DS	\$ 386.06
WBC Microcuvette 113003 DS	\$ 722.67
Replenish above supplies (Nov-Dec 2011)	\$ 650.84
Replenish above supplies (Jan - June 2012)	\$ 5,190.71

TOTAL \$ 27,067.04

Pricing includes 8.75% sales tax

Carryover Balance (\$75,000 - \$27,067): \$47,933.00

Note: Whenever possible, we have shopped for the best pricing and value available and/or negotiated for discounts.

EXHIBIT C
To be Purchased by SLO Noor Clinic:
July – December 2012 with Carryover Balance

Permission requested to proceed

Equipment & Supplies to be Purchased	Quantity	
Replenish supplies on hand as they are depleted (July - Dec 2012)		\$ 5,400.00
Piccolo Analyzer (a 2nd one)	1	\$ 14,137.50
WelchAllyn PC Based Resting EGC Software (Model CPR-UI-UB-D)	2 @ \$3,262.50	\$ 6,525.00
HP 17.3 Laptop -- for EGC Interface (Moddel M7-1015DX)	2 @ \$1,087.50	\$ 3,750.00
Phillips Heart Start Defibrillator (Model: Phillips FR2+)	1	\$ 3,262.50
PSA - T Handheld Spectrum Analyzer (Model: PSA2701t)	1	\$ 2,175.00
Bio Clave Mini Auto Clave (Model: B4000-M)	1	\$ 4,350.00
WelchAllyn Connex Spot Vital Signs (Model: 42NTB-E1)	2 @ \$2,718.75	\$ 5,437.50
WelchAllyn Stand for Spot Vital Signs (Model: 4700-60)	2 @ \$380.63	\$ 761.26
Clearview HIV Test Kits (Model: 84405)	20 ea @ \$16.31	\$ 326.25
Aviva Plus Accu Check Glucose Monitor	10 ea @ \$21.75	\$ 217.50
Aviva Plus Accu Check Glucose Test Strips	10 ea @ \$70.69	\$ 706.88
TOTAL		\$ 47,049.39

*And apply balance remaining (\$883.61) toward a future purchase of
a Used/Reconditioned Hematology Analyzer (Beckman Coulter, CBC 5)
or a third Spot Vital Signs*

Pricing includes 8.75% sales tax

Should you have any questions regarding this Final Report FY 2011-12, please do not hesitate to contact either:


Dr. Ahmad Noristani, Executive Director
SLO Noor Foundation
805-748-8369
slonoorfoundation@gmail.com

Marilyn Mayor
805-462-8761
solutions-mm@thegrid.net

In closing, we again extend our sincere appreciation for sharing our vision for a healthier San Luis Obispo County by increasing access to healthcare for our uninsured adult residents. We also hope agree that the SLO Noor Foundation has set in place a good foundation for our free clinic and has made significant progress and contribution to our community in less than one year.

Respectfully submitted,

Date: September 7, 2012
Applicant: SLO Noor Foundation

By:  CEO SLO NF

Print Name: AHMAD NORISTANI

Title: CEO